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ABSTRACT OF THE DISCLOSURE

An order-reception system has: an order-reception subsystem which receives, from a customer, customer order information including order-reception information and/or support request

5 information and customer information; a business management subsystem having a customer-information database storing the customer information including information regarding a price of a commodity purchased frequently by the customer, and a cost of a support requested frequently by the customer, the price and the cost

10 set by a seller; an order-entry subsystem which performs an order-reception processing based on the customer order information; and a delivery subsystem which arranges delivery of the commodity and providing of the support.